

STAC Minutes

September 12, 2005

Meeting held at: DNR Conference Center

In Attendance:

Adams, Cheri	Kempker, Judy	x Seiling, Joe
Anderson-Harper, Rosie	Krause, Guy	Smith, Pat
x Avant, Cheryl	x Matthews, Mechelle	Snyder, Mary
Benedict-Wiseman, Geri	Mixon-Page, Lorraine	x Struempf, Beverly
Bode-Oliver, Elaine	Mundell, Jessica	Verslues, Lisa
Brennell, Mary	Oetting, Beth	x Wilson, Barbara
Charrier, Jim	x Pasley, Jim	Wolken, Gail
x Distler, Karen	Robinett, Darlene	Yahnig, Ed
Hillstrom, Victoria	Roesti, Jane	
Horn, Denise	Russell, Nicki	
Howard, Bryan	x Schulte, Lisa	
Jackson, James	x Scroggins, Cynthia	

Co-chairpersons Karen Distler and Joe Seiling called the meeting to order.

Minutes from the September meeting: Approved. See meeting agenda for two revisions. No additional changes noted.

Karen introduced Lisa Schulte, a trainer with the Department of Revenue, as a new STAC member. Lisa has volunteered to take the minutes for future STAC meetings. Members introduced themselves and welcomed Lisa.

Warm-Up Activity

Joe asked the group to share any comments or memorable moments they have had from either a training they have conducted recently or one they have attended. Committee members suggested the following

- A. Joe recommended a video of “The Guest” as a good resource for customer service training. Karen said DESE has this video.
- B. Cynthia recently used a video clip from the movie “Hoosers” (about the Iowa basketball team), for a communication class. They were charged \$100 for royalties to utilize the clip.
- C. Jim recently created a training video using non-examples that was very effective.
- D. Joe recommend contacting the Federal Office of Personnel Management to inquire about “GoLearn.com” which might offer an on-line training package/contract that can piggyback off of other classes that are already contracted with other state agencies. NetG and Skillsoft are two programs currently associated with this contract.
- E. Several agencies use Donna Cavitte of the Human Rights Commission for Sexual Harassment training.

- F. Karen asked for thoughts regarding linking each department's training calendar to the STAC web site so that STAC members can request attending other department's training sessions.

Action Items:

- TTI should follow up on Item D
- CD should follow up on Item E, utilizing this source state-wide
- C&M should follow up on item F

Updates and Information

Discussion with Edward Williams

Karen reported on her discussion with Edward Williams of OA Personnel

- A. The Government Review Commission was discussed. Karen stated that STAC members suggested our keeping apprised of the Commission's work. Karen routed a list of commission members and informed the group that the commission had held public hearings. The Commission did contact OA for some recommendations.
- B. A presentation is being conducted today (Sept 12) to introduce one of the three software upgrades being explored for the SAMII upgrade. The three software upgrades that are being reviewed are SAP, ORACLE and CGIAMS. Pat is attending this meeting to find out more detail about ORACLE's software. Karen will attend the CGIAMS meeting on Sept 20. Committee members discussed the desire to know the following information:
- How these softwares work and how they will interface with what we currently have?
 - How the data dump of information we currently have stored will be converted?
 - What is the dollar amount for the annual maintenance costs?
 - Is it SCORM compliant?
 - Will it serve as a learning port for online class?
 - Is it web-based or will it reside on a server? (this concerns firewalls)

STAC Oversight Committee Meeting

Karen and Joe updated STAC on the Oversight Committee meeting:

- Went through the Strategic Plan to ensure all objectives were covered by a committee and placed with the most suitable committee.
- Decided to hold a conference call on Sept. 29 with long-time members of STAC to discuss the history of some of the objectives.
- Inquired if Cynthia was assigned the duties of submitting information on STAC to Solution magazine. (Outcome 2.1) She was not.

- Suggested that 4.2, bullet 2 is an objective that the Communications Committee might want to explore. Communications might also address Objective 4.3 through a STAC listserv
- Discussed that Outcome 1.5 might be addressed by placing links to our training calendars on the STAC web site.

University Contracts

Jim shared some information about the University of Texas contracting with state agencies to partner in all of their training. Trainers actually become employees of the university.

Discussion about these items: There was some discussion about all state agencies “*train sharing*.” If you are conducting a training session with available room for more participants, email the other STAC members through the STAC distribution list.

Action Item: CD should follow up on the suggestion of inviting employees of multi-agencies to trainings--How can we standardize this invitation to not only employees of other agencies but also to STAC trainers?

Professional Development

Barb gave an overview of the presentation she recently attended through ASTD—*Learning from Bob Pike*. The following were some of the learning points covered:

- Train-the-trainer makes presentations more effective.
- The ground rules were taped on the floor near the entrance; this was a unique way to get the attention of participants. He used this as a recollection activity after the introduction.
- He started with the end of the book with the evaluation and said to review and comment on the evaluation throughout the presentation when things were fresh in mind.
- Used different colored pages to make things easy to follow.
 - White – things you need to know
 - Purple – things that are nice to know
 - Yellow – where to go (index pages)
- All pages on the left in the workbook are note pages; all pages on the right are class material pages.
- Train keeping in mind the agency’s mission and values. (Did a short exercise here.)
- Strategies for presenting training to management
 - Publish successes
 - State relevance, prove the value of it
 - Form an inside advisory board
 - Meet perceived and desired needs
- Trainers move from training providers to trusted advisors

Committee Reports

In the essence of time and attendance, the committees did not report out during today's meeting. Karen and Joe met with TTI/CD and Policy to discuss some relevant issues for their committee.

The next meeting is October 17, 2005 at the Route 66, DNR Conference Center, 1738 East Elm.

Meeting adjourned.

Note: Since the meeting: Oversight Committee's conference call on September 29 will not concern the history of objectives. Instead, we will be discussing SAP's training tracking system. SAP is one of the companies being considered as a SAM II Upgrade.